



County of Los Angeles
DEPARTMENT OF PUBLIC SOCIAL SERVICES

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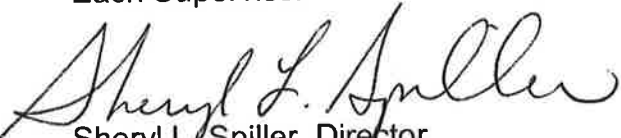
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Third District

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Fourth District

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Fifth District

September 11, 2014

TO: Each Supervisor

FROM: 
Sheryl L. Spiller, Director

SUBJECT: NOTICE OF INTENT TO ADD ADDITIONAL FUNDS TO TWO WORK ORDERS UNDER THE INFORMATION TECHNOLOGY SUPPORT SERVICES MASTER AGREEMENT FOR QUALITY ASSURANCE SERVICES FOR THE LEADER REPLACEMENT SYSTEM

This is to notify you of my intent to request the Internal Services Department (ISD) to amend Work Orders (WOs) 7G-3039 for a Project Manager Quality Assurance (QA) Consultant and 7E-3040 for Technical QA Consultant Services under the Information Technology Support Services Master Agreement (ITSSMA) in support of the LEADER Replacement System (LRS) project. We originally projected a cost of \$800,000 for these WOs to support the LRS project team and now we are requesting additional funding of \$600,000 for the continued support of the LRS project which brings the project total to \$1,400,000. The increased funding is required as the State and federal agencies needed additional time to review a competitive procurement to secure the services of a QA Contractor who will provide expert resources for the duration of the LRS project. In addition, the additional funds will ensure continuity of services for a mission critical project for the County and prevent any gap in services, while the competitive procurement and vendor selection process is completed which is targeted for December 2014. In accordance with ITSSMA guidelines, prior Board notice is required for projects that will exceed \$300,000.

BACKGROUND

On November 7, 2012, the Board approved the LRS contract to successfully replace and consolidate several large-scale legacy case management systems (i.e. LEADER, GEARS and GROW) for the Department of Public Social Services (DPSS), as well as replace both manual and semi-automated processes for Foster Care and Adoptions Assistance payments for the Department of Children and Family Services (DCFS) with a modern, state of the art LRS that provides enhanced capabilities through web-services and service-oriented architecture (SOA) frameworks.

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The LRS Contractor (Accenture), selected through a competitive solicitation, will design, develop, test and successfully implement the LRS to meet the County's requirements. They will also host, operate, manage, maintain, support, modify and enhance the LRS for the term of the LRS Agreement, ensuring that LRS functionality continues to meet the requirements of the County.

Consistent with industry best practices surrounding system projects of the size and complexity of LRS, a Quality Assurance/Quality Control (QA/QC) Contractor is required by the State and federal agencies to support the LRS project team to monitor all LRS project activities, perform deliverable reviews, provide analysis and recommendations surrounding various system specifications, and assess and support project management activities throughout the project lifecycle. DPSS has completed a Request for Proposals (RFP) to competitively procure the services of a QA/QC Contractor, who will provide the Department with expert resources for the duration of the LRS design, development and implementation in Los Angeles County, as well as provide post-implementation support to the LRS project team. Vendor Proposals have been received by DPSS and are under review by the Evaluation Committee. Pending any unforeseen delays, it is anticipated that the successful Proposer will be selected and submitted to the Board for approval by December 2014.

As LRS is a mission critical project for the Department, it is essential to continue to secure QA Consultants through ITSSMA to provide these services and ensure that the LRS project team has the support they need to thoroughly review deliverables, and provide in-depth analysis of the LRS system until a long-term QA/QC Contractor is selected through the aforementioned competitive procurement and approved by the Board.

SCOPE OF WORK

The QA Consultants under these two ITSSMA WOs will continue to be responsible for monitoring LRS project activities and performing independent reviews, analyses and assessments, as well as monitoring the progress of the LRS project, assessing compliance with the LRS Agreement, and reviewing information shared with stakeholders on the status of the LRS project until the competitive procurement is completed and approved by the Board.

The Project Management Quality Assurance (QA) Consultant will continue to support the overall success of the LRS project by performing the following types of services: Reviewing and supporting the LRS governance and change management processes for the legacy systems being replaced (e.g., LEADER, GEARS, and GROW); tracking and assessing project processes and methodologies, requirements traceability, change management, deliverable and milestone reviews, risk mitigation strategies and project constraints (i.e., project scope, cost and time); advising DPSS of current and emerging project management standards, methods, strategies, potential challenges, and recommendations; monitoring the LRS vendor for proper adherence to the schedule outlined in the LRS Project Control Document.

The Technical Quality Assurance (QA) Consultant will continue to support the overall success of the LRS project by performing the following types of services: Reviewing and ensuring LRS compliance with all applicable technology standards at the County, State and federal level; ensuring compliance with County, State and federal legislation; advising DPSS management of technical compliance or architecture issues; developing risk mitigation strategies and corrective action recommendations; serving as an independent source of information regarding the status and quality of the overall LRS design; performing detailed technical reviews, analyses, and assessments pertaining to the design and development of the LRS.

JUSTIFICATION

The Department currently does not have the expertise to provide third-party compliance reviews, project management reviews, detailed technical analysis, risk mitigation strategies, and corrective action recommendations; all of these are essential services the Department requires to support managing a large and complex systems project such as LRS to ensure a successful implementation. It is imperative to extend the ITSSMA WOs for QA Consultants as soon as possible to have QA services during the continuation of the LRS design/testing phases. Continued support is required to provide the Department with sufficient time to complete the competitive procurement to secure the services and expert resources of a long-term QA/QC Contractor for the duration of the LRS Agreement. Provided the competitive procurement and corresponding contract award for QA/QC services remains on schedule, it is anticipated that there will be no need for further requests to add time or increase funding to these WOs.

FISCAL IMPACT

The total additional cost for the WOs in FY 2014-15 is \$600,000. The cost will be sub-vented by State and federal revenue for an estimated amount of \$570,612. The corresponding estimated Net County Cost (NCC) is \$29,388. Sufficient funding is included in the Department's FY 2014-15 Adopted Budget. The funding for QA/QC contracted services has always been planned for and included in the LRS total project budget. This funding is not payable to Accenture in any way, as the ITSSMA Consultants will be providing the Department with independent assessment services of Accenture's work products on the LRS project.

NOTIFICATION TIMELINE

Consistent with the ITSSMA policies and procedures, we are informing the Board of our intention to extend the two ITSSMA WOs required for this project. In ten business days, absent any concerns from your office, we will notify ISD to proceed in amending the ITSSMA WOs accordingly.

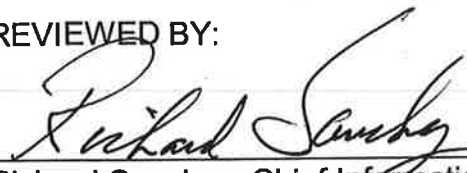
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If there are any questions, please feel free to contact me, or have your staff contact Michael Sylvester, Assistant Director over the Bureau of Contract and Technical Services, at (562) 908-8327.

SLS:ph

c: Executive Officer, Board of Supervisors
County Counsel
Chief Executive Officer
Director, Internal Services Department
Deputy Chief Executive Officer

REVIEWED BY:


Richard Sanchez, Chief Information Officer

Date: 9-11-14